

## Hot-Line Survey

Attachment 5

	Yes	No	Not Certain
<b>Customer Satisfaction</b>			
1. Overall, did you find the <hotline> helpful?	___	___	___
2. Did the <hotline> operators show knowledge on the subject?	___	___	___
3. Did the <hotline> services help you understand what you need to do to comply?	___	___	___
4. Are the <hotline's> hours of operations convenient for you?	___	___	___
5. Did the <hotline> answer your questions?	___	___	___
6. Do you intend to use the <hotline> in the future?	___	___	___
7. Was time saved by using the hotline?	___	___	___
8. Were resources save by using the hotline?	___	___	___
9. Did you receive an appropriate referral from the hotline?	___	___	___
10. Overall, how would you rate the usefulness of any material provided to you from the <hotline>?	___	___	___
11. What did you learn that will be most helpful to you?	___	___	___

### Behavior Change:

12. What regulatory actions, if any, do you intend to take as a result of information provided by the hotline?

*check all that apply*

- a. File a notification
- b. Obtain a permit or certification
- c. Provide data to EPA,, state, or local regulator
- d. Submit reports to EPA, state, or local regulator
- e. No regulatory actions will be taken
- f. Other specify \_\_\_\_\_

13. What process changes at your facility, if any, do you intend to take (did take) as a result of the document?

*check all that apply*

- a. Change the storage or handling of a waste or emission
- b. Change a process or practice
- c. Purchase new process equipment

- d. Implement material or waste recycling system
- e. Install release control equipment (e.g. scrubbers, control technique)
- f. Install waste treatment system (control technique)
- g. No process changes will be taken
- h. Other

14. What management changes, at your facility do you intend to take (did take) as a result of the <hotline>?

*Check all that apply:*

- a. Conduct a self audit
- b. Institute an environmental management policy, system or procedure
- c. Institute training or other communication to improve awareness
- d. No management action will be taken
- e. Other

15. Have you contacted (will contact) someone for further assistance as a result of the <hotline>?

*Check all that apply*

- a. Contact a vendor
- b. Contact a regulatory agency
- c. Contact an assistance provider
- d.. Other Specify\_\_\_\_\_

### **Environmental Improvements**

16. Did you gain an understanding from the <hotline> that has enabled you to:

*check all that apply*

- a. Reduce emissions (air, fugitive, etc.)
- b. Recycle waste (solid, hazardous)
- c. Reduce risk to human health and the environment
- d. Conserve water
- e. Conserve energy
- f. Conserve other resources
- g. I am not aware of any environmental improvements
- h. Other specify \_\_\_\_\_

### **Demographics**

17. What type of organization do you work for?

- \_\_\_\_\_ Regulated facility or business
- \_\_\_\_\_ Consulting company or law firm
- \_\_\_\_\_ School or University
- \_\_\_\_\_ Nonprofit organization
- \_\_\_\_\_ Trade Association
- \_\_\_\_\_ Assistance Provider
- \_\_\_\_\_ Federal Government
- \_\_\_\_\_ State or Local Government
- \_\_\_\_\_ Tribe

	Yes	No	Not Certain
15. Has using the Center, or the actions taken above, resulted in a cost savings to your establishment?	___	___	___

16. Did you gain knowledge from the use of the <site> that has enabled you to

*Check all that apply*

- \_\_\_ Reduce air emissions
- \_\_\_ Reduce risk to human health and the environment
- \_\_\_ Conserve water
- \_\_\_ Conserve energy
- \_\_\_ Conserve other resources
- \_\_\_ Other Specify: \_\_\_\_\_

17. How did you learn about the site?

*Check all that apply:*

The internet:

- \_\_\_ Through a search engine (Alta-Vista, Yahoo, etc.)
- \_\_\_ Through a link from another web site \_\_\_\_\_
- \_\_\_ E-mail message or list serve

Trade Association

- \_\_\_ Trade show or conference
- \_\_\_ Bulletins
- \_\_\_ Other Specify \_\_\_\_\_

Printed Material

- \_\_\_ Brochure
- \_\_\_ Publications
- \_\_\_ Other Sepcify \_\_\_\_\_

Assistance Provider

- \_\_\_ Vendor
- \_\_\_ Small Business Assistance Program

Other

- \_\_\_ Word of Mouth
- \_\_\_ Other \_\_\_\_\_

	very useful	somewhat useful	not useful	never used	unaware of
18. Did you find the compliance assistance information for the site.	___	___	___	___	___

19. Did you find the current issues and news.	___	___	___	___	___
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20. Did you find the state environmental program information.	___	___	___	___	___
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21. Did you find the federal program information. \_\_\_\_\_
22. Did you find the frequently asked questions. \_\_\_\_\_
23. Did you find the state contacts directory. \_\_\_\_\_
24. Did you find the Y2K information for small business. \_\_\_\_\_

For the services that you identified above as “very useful”, please explain why you find them very useful.

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25. For any service you identified as “not useful” please explain How this service can be changed to better serve your needs.

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26. How would you like to see the <site> improved.

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27. Are there places where you do business where we should make information about <site> available?

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28. Please provide any additional comments or suggestions.

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29. On average, how often do you use the <site>?

Daily\_\_\_\_\_ Monthly\_\_\_\_\_ Once a year\_\_\_\_\_  
Weekly\_\_\_\_\_ Quarterly\_\_\_\_\_